



**NATIONAL OPEN UNIVERSITY OF NIGERIA**

Cadastral Zone, off Nnamdi Azikiwe Express road, Jabi Abuja

**FACULTY OF MANAGEMENT SCIENCES (FMS)**

**DEPARTMENT OF PUBLIC ADMINISTRATION**

**2021\_2 EXAMINATION**

**COURSE CODE: PAD 371**

**TIME ALLOWED: 3hrs**

**COURSE TITLE: PUBLIC PERSONNEL ADMINISTRATION**

**CREDIT UNIT: 3 CREDITS**

**INSTRUCTION:**

1. Indicate your Matriculation Number clearly
2. Answer Question 1 and any other THREE question
3. Question 1 is compulsory and carries 25 marks while others carry 15 marks

1. (a) Generally, outline the principles of employees benefit programmes stated by Flippo. *15marks*  
(b) Identify and explain five (5) “facilitative employee services” known as Relief Services that you would encourage your organization to provide for the wellbeing of the civil service. *10marks*
2. “A number of barriers to effective communication exists in all organization” List and explain the various communication barriers that exists in today’s public service. *15marks*
3. Critically examine the two- factor theory of motivation as propounded by Fredrick Herzberg and clearly state the relevance of its theory to any organization. *15marks*
4. Compare and contrast any of the two content and process theories of motivations and categorically itemize the implications of the two theories to management. *15marks*
5. Explicitly discuss motivation and Form according to Davis (1977). *15marks*